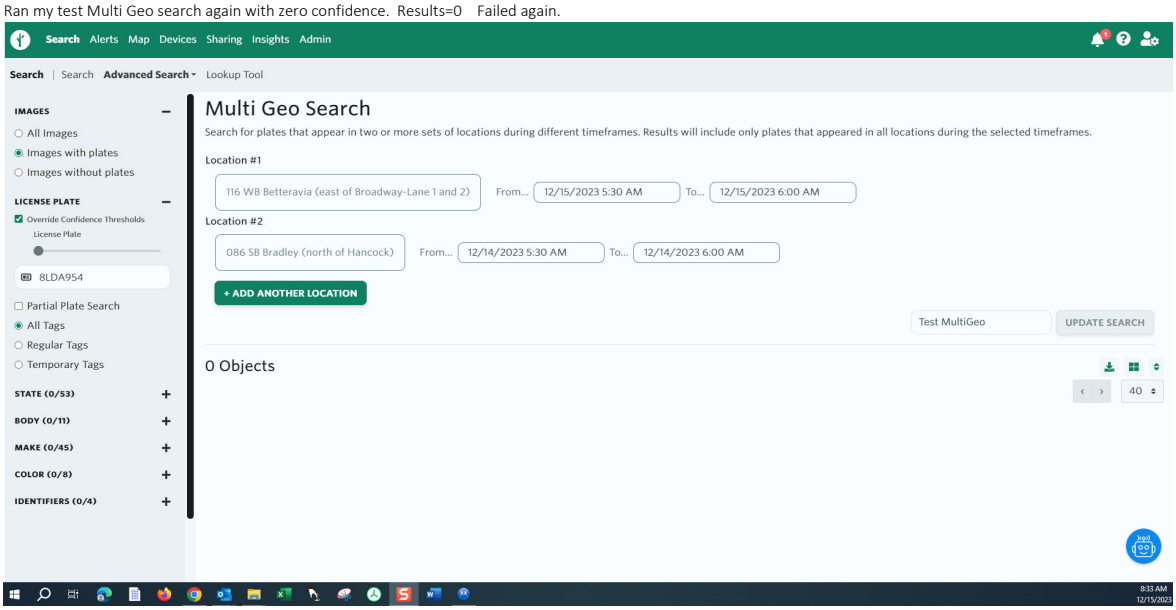
From: Stephen Best
To: Flock Safety Support; Stephen Best
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; Michael Balcorta
Subject: RE: Meta Data Download fail
Date: Friday, December 15, 2023 8:35:17 AM

I cleared cache, cookies, history, etc.

I ran the Search for the 1st location again. I WAS able to download the meta data this time, but the Image Zip Failed to download.

I cleared cache, cookies, history again,
Ran my test Multi Geo search again with zero confidence. Results=0 Failed again.



Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
FAX 805-349-9239
sbest@ci.santa-maria.ca.us
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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, December 15, 2023 8:03 AM
To: Flock Safety Support <support@flocksafety.com>; Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

I am using Chrome.

My search of the 2nd location worked fine and I was able to get that metadata.

I'll clear the cache and try the Multi Geo search and the 1st location search again.

The multi-geo has been hit and miss for years. Its been a long time since I've used it.

Can you confirm if a multi-geo can be done using descriptors only or do you need a plate/partial plate?

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, December 15, 2023 7:57 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there Corporal Best,

Thank you for letting us know about the Multi-Geo search feature and the experience you are having. I tried to look for a previous case regarding this issue but was not able to find it. Can you verify if you have reached out to us before about this?

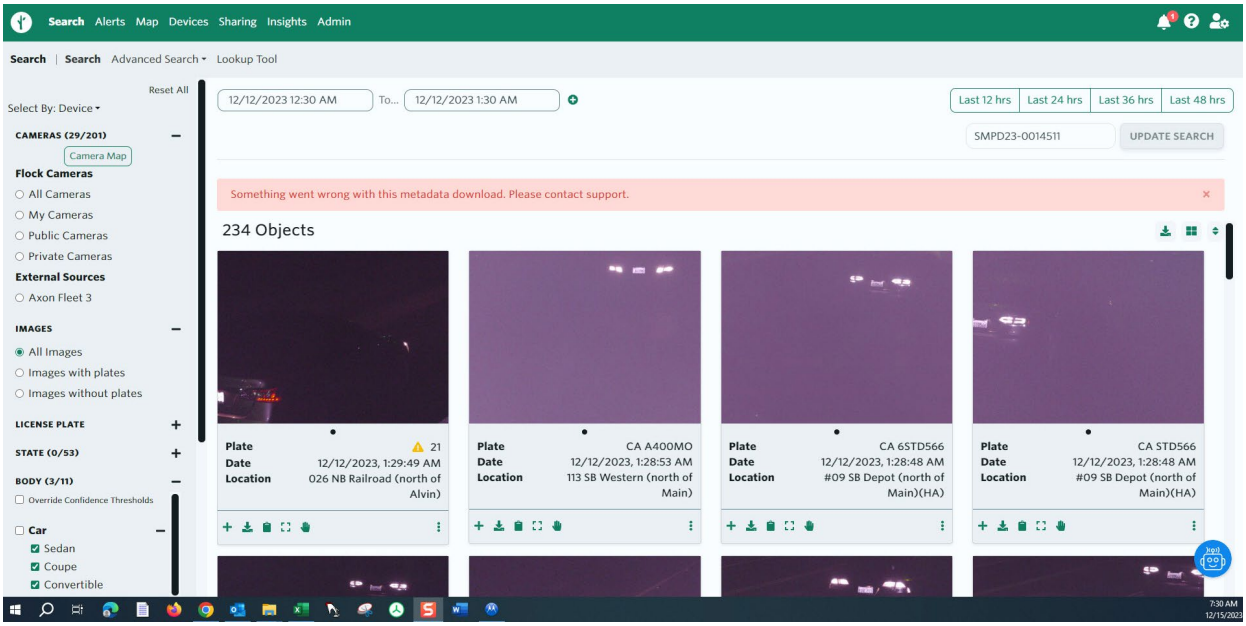
With that said, if you have reached out before about this, and this is a repeat I apologize. Can you ensure that you are using Chrome as your browser? If you are can you clear your cache and cookies for all time for me and attempt to search again using multi-geo search? I would also ask that you try the CSV download once again after the cache and cookies have been cleared.

Let me know if there is still an issue after that has been completed.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 12/15/2023, 10:35 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Cc: dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; elara@cityofsantamaria.org
Subject: Meta Data Download fail

Flock Safety support,
Since the Multi-Geo was not working properly(see below) I decided to search each location separately, download the metadata and use Excel to find the common license plates.
However when I try to download the Metadata, I get an error message.
Please fix the problem.



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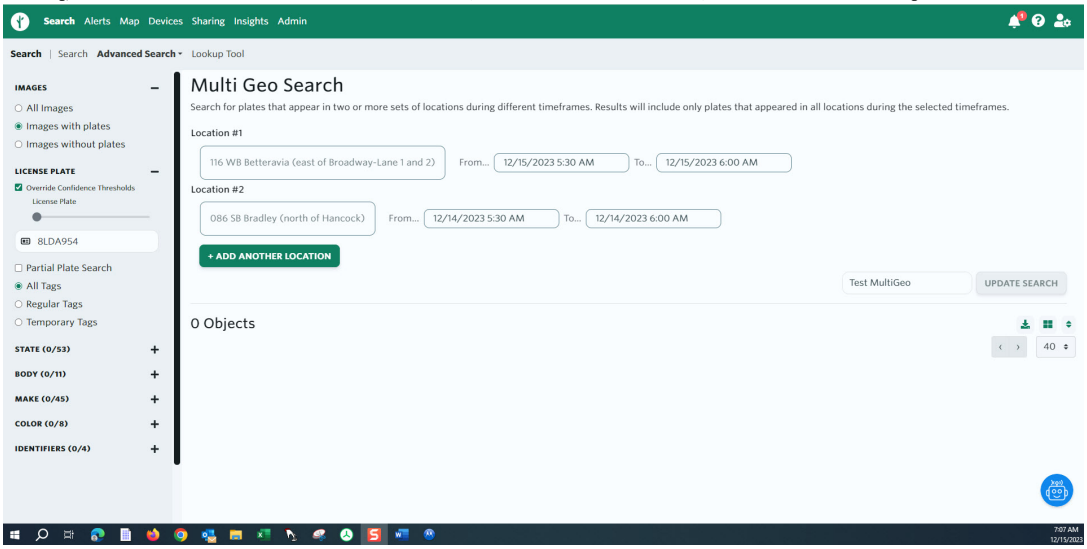
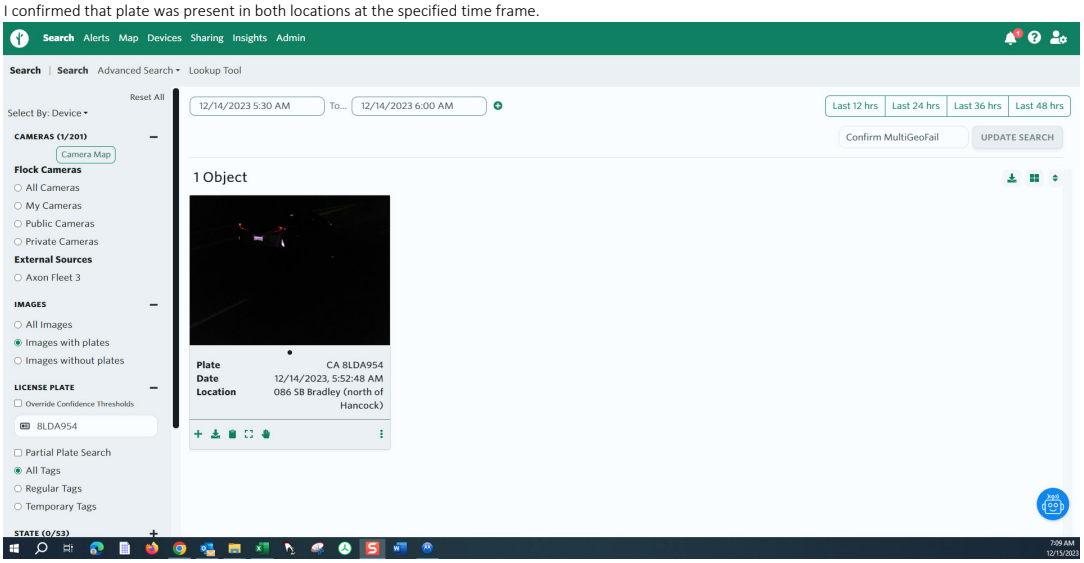
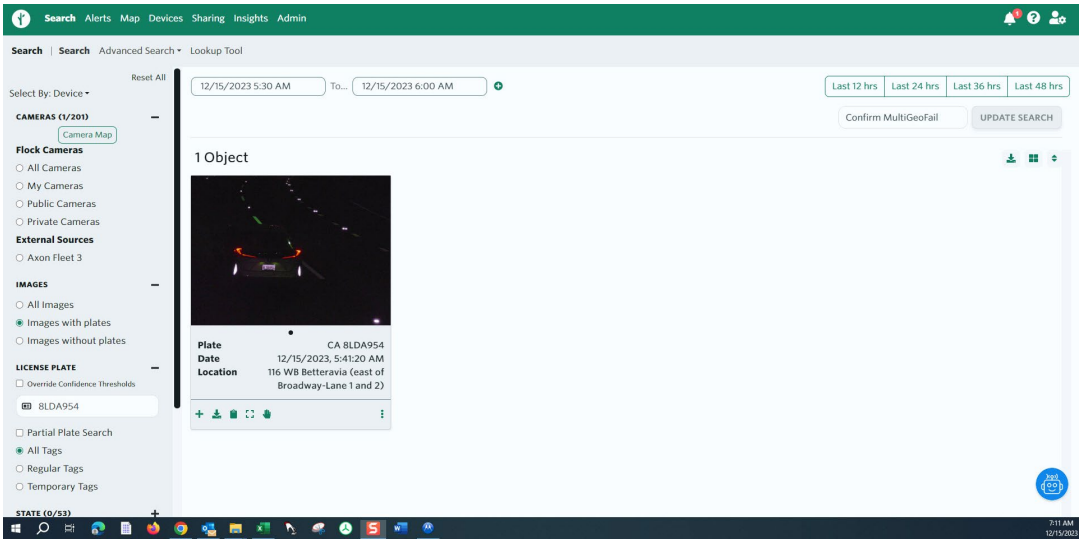
From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, December 15, 2023 7:23 AM
To: Flock Safety <support@flocksafety.com>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; brendon.norton@flocksafety.com; Libby Landers <libby.landers@flocksafety.com>
Cc: Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>
Subject: Multi-Geo search still not working

Flock safety support,
Multi-Geo search still is not working.
In testing, I ran a search for 8LDA954 for two locations cam 086 on 12/14 0530-0600 and cam 116 on 12/15 0530-0600…even overriding confidence level. Results=0



I confirmed that plate was present in both locations at the specified time frame.





Also….I see multi-Geo has descriptors. Can a search be run with no plate (or partial) by descriptors only?

Thank you

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thread::0qA-hwHBJzayVKjk2LvYPQ4::